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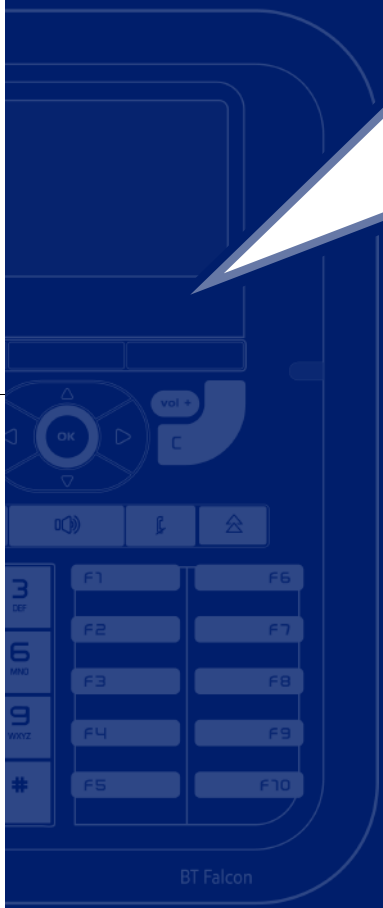
Bringing it all together

BT Falcon

User Guide



Welcome...

to your BT Falcon VoIP Telephone

- 6-Line LCD display
- Integrated 2 port 10/100 Ethernet switch
- Phone services:

  Call Forward, Call Transfer, Call Hold, Redial

  Group listening, Handsfree

  Speed dial, Conference call

  Phonebook, Call logs

  Caller Display
- Headset port
- Multiple power options: power over Ethernet 802.3af and external power supply adaptor

This User Guide provides you with all the information you need to get the most from your phone. You must first set up your phone before you can use it. This doesn't take long as it is easy to do. Just follow the simple instructions on the next few pages.

Need help?
If you have any problems setting up or using your BT Falcon, contact the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice

Emergency Calls – IMPORTANT INFORMATION PLEASE NOTE

Access to Emergency Services is provided but calls including emergency calls to 999 or 112, made via the BT Broadband Voice service may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the location details associated with your primary Business PSTN billing address, this may not be where the call was originated.

Got everything?

- BT Falcon VoIP telephone
- Handset
- Handset cord
- Ethernet cable
- Mains power adaptor
- Desk mounting plinth

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Getting started

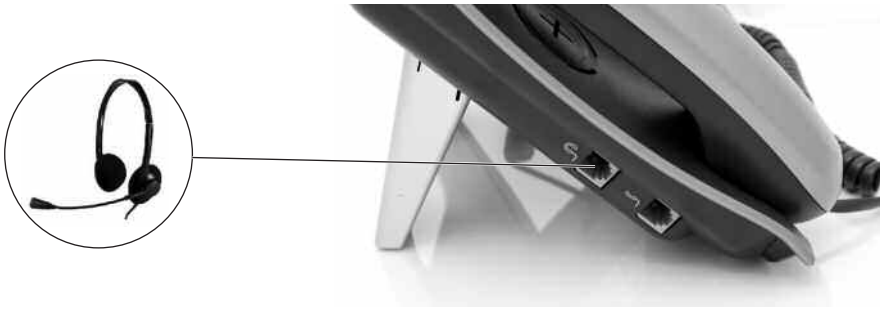
Setting up

1. Connecting the handset

Connect one end of the handset cord into the handset and the other end into the bottom socket located on the left-hand side of the telephone. Place the handset in the cradle on the telephone.

2. Connecting a headset

If you use a headset, connect the plug into the top socket located on the left-hand side of the telephone. Press the button to activate the headset mode.



3. Connect stand

Attach the stand to the underneath of the telephone by inserting the short tabs into the smaller holes at the back first and then inserting the longer tabs into the larger, front holes.

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4. Power

Plug the power lead into the socket labelled DC underneath the telephone. Plug the other end into the mains socket and switch on.

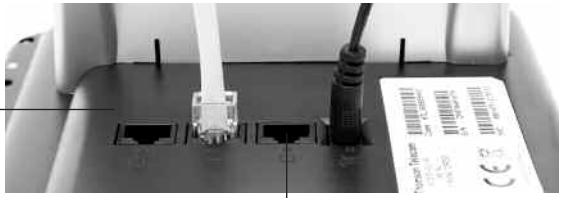
Power lead

If your network supports power over Ethernet (PoE) your BT Falcon can be powered from a powered Ethernet switch via the Ethernet cable. In this case the mains power adapter is not required.

5. Connecting to the network

Ensure your router has power and an internet connection. Connect the Ethernet cable into the socket labelled LAN underneath the telephone and plug the other end into the Ethernet port of the router or Ethernet switch as appropriate.

Ethernet cable from Broadband Router or Ethernet switch



You can connect a network device to the Ethernet port, labelled PC, of your BT Falcon

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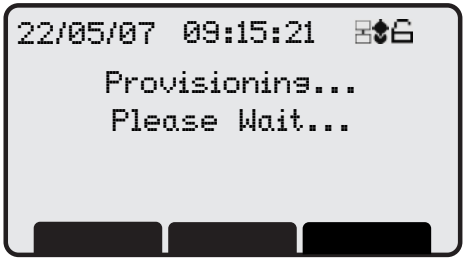
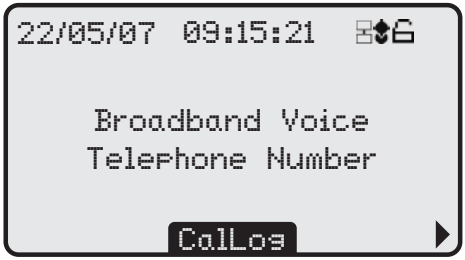
6. Provisioning

When the power and Ethernet connections are made to your BT Falcon it will automatically connect to the BT Broadband Voice service. The lights on the phone will flash and the display will show...



Your BT Falcon is registering with the Broadband Voice service, which may take several minutes. When completed successfully the phone will display the idle screen.

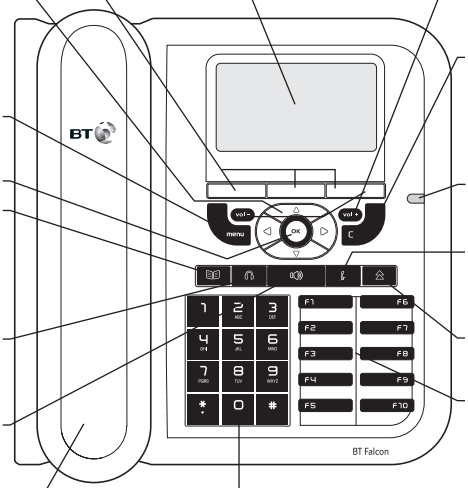


You are now ready to make calls using your BT Falcon.

If you experience any problems, please call the Helpline on **0800 169 1146** or go to **www.bt.com/business/broadbandvoice**

Getting to know your phone

Buttons



3 soft keys
Activate the features described by the text message directly above on the LCD screen.

Navigation
Use to browse the setting options, display the last 30 called numbers in standby mode and to navigate the soft key options in editing mode.

Menu
Enables access to the menu.

Confirmation key

Phonebook
Enables you to access the phonebook and view the names and numbers the user wants to dial.

Headset
Activates headset mode during a call.

Speaker
Activates/disables handsfree or group-listing function and switches the microphone on/off.

Handset
Makes and receives calls.

LCD screen
Displays information about the phone settings, such as the number dialling out or calling in, date, time, calls status, call duration, timer etc. It is a 6 -line of 20 characters LCD screen.

Volume + / –
Adjust the volume of the handset, headset, speaker phone, ringer phone.

Clear
Clear characters in editing mode or exit to standby display (long click) or return back to the previous page.

LED
See page 12.

Mute
Activates/deactivates mute function.

Redial
Calls the last number dialled.

Memory keys (F1 – F10)
Are used as speed dial keys.

Dialling pad
Press the dial pad buttons to dial a number. Dial pad buttons work exactly like those on your existing telephone. In the editing mode, it can be used to input characters.

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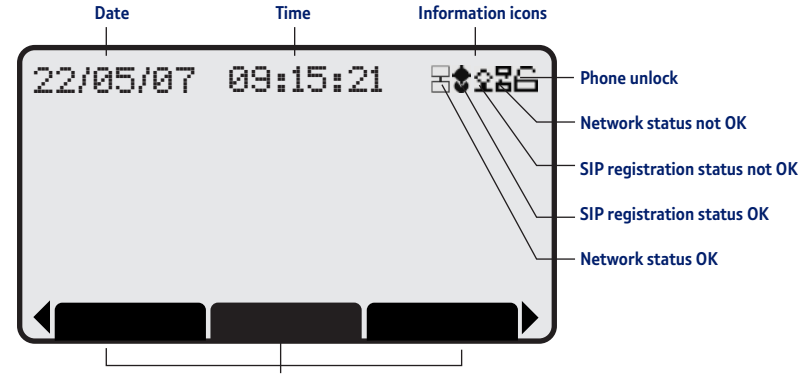
LCD screen

Main display



Press the left or right scroll function keys ◀▶ to see additional soft key options

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Soft keys

SOFT KEY	BRIEF DESCRIPTION
A/a/1	Switch between upper/lower/numerical case
Active	Activate option/service
Admin	Enter to administration sub-menu
Answer	Answer an incoming call
AutoAn	Shortcut to “Auto Answer”
Back	Return to previous menu
CalLog	Shortcut to Call log
Cancel	Cancel an action or exit to previous menu without applying changes
Conf	Set-up a conference call
DelChr	Delete character in edit mode
Delete	Delete specific entry
Detail	Show detailed information
Dial	Dial an entered phone number
DNDst	Do Not Disturb
Down	Contrast adjustment

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SOFT KEY	BRIEF DESCRIPTION
Dsub	Shortcut to “Dial Subscribe”
EndCal	End active call
Edit	Edit content
Exit	Return to previous menu
Format	Change display format e.g. Date and Time
Hold	Put current call on hold
Lock	Locks the phone to stop outgoing calls
MsCall	Shortcut to missed call list
NewCal	Make a new call
OFF	Set specific service OFF
OK	Confirm setting
ON	Set specific Service ON
Option	Shortcut to phone services
PhBook	Shortcut to phone book
Reject	Call rejected and transferred to 1571 Voice Mailbox
Remove	Remove a conference participant
Save	Save the chosen setting

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SOFT KEY	BRIEF DESCRIPTION
Select	Select current item on the screen
Transf	Transfer a call
UnHold	Release a held line
Up	Contrast adjustment
View	View more detailed information

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Indicator definitions

INDICATOR	COLOUR	CONDITION	STATUS
Speaker	Red	Default During startup Speaker on	Off On On
Headset	Red	Default During startup Headset on	Off On On
Mute	Red	Default During startup Mute on	Off On On
F1–F10	Green	Default During startup Incoming call During a call Call on hold	Off All on F1 flashes fast F1 on F1 flashes slow
LED	Red	During startup During registration to Broadband Voice or registration lost No connection to network During configuration or firmware download Reprogramming	On Flashes fast Flashes slow Flashes fast On
	Green	Incoming call Missed call	Flashes slow Flashes slow

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Entering characters

You can enter characters on the BT Falcon by using the numerical keypad, in the same way as when text messaging on a mobile phone. Below are listed the keys of the numerical keypad and opposite them the letters and characters that they enter.

KEY	LOWER CASE	UPPER CASE
1	1 . , = + - & ^ |	
2	a b c 2 à á å ã â ç	A B C 2 Ã Ä Å Æ
3	d e f 3 è é ê ë	D E F 3 É
4	g h i 4 ì í î ï	G H I 4
5	j k l 5	J K L 5
6	m n o 6 ñ ò ó ô õ ö ø	M N O 6 Ñ Ø
7	p q r s	7 P Q R S 7
8	t u v 8 ù ú û	T U V 8 Ü
9	w x y z 9 ÿ	W X Y Z 9
0	0 Space @ % ( ) [ ] < >	
*	* # ? ! : ; ' " _ /	
#	#	

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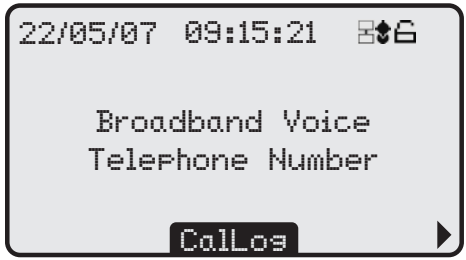
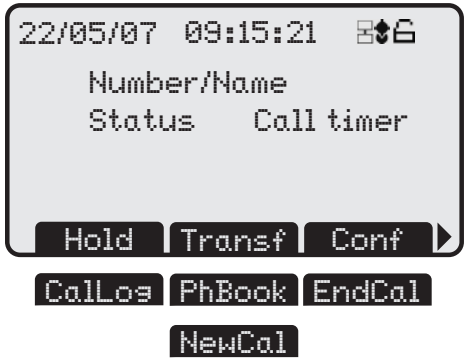
Display in idle mode



Display during a call



Using the phone

There are five communications modes:

Handset mode – pick up handset and speak.

Handsfree mode – press [key].

Headset mode – press [key].

Handset and Group listening – pick up handset and press [key].

Headset and Group listening – press [key] and [key].

Switching from one mode to another

↱	Telephone handset	Handsfree	Headset
Telephone handset		1. Press the [key] key 2. Replace the telephone handset	Press the [key] key
Handsfree	Pick up the telephone handset		Press the [key] key
Headset	Pick up the telephone handset	1. Press the [key] key 2. Press the [key] key	

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Secrecy

At any time you can press to prevent the caller hearing you.

Make a call

1. Lift handset, listen for dial tone and key in number using dialling pad.

   Or

   Enter the number using the dialling pad and then lift the handset.

Make a call using handsfree

1. Press handsfree function key , listen for dial tone and key in number using dialling pad.

   Or

   Enter number using the dialling pad and press .

Making a call with the headset

1. Press , listen for the dial tone and key in the number using the dialling pad.

   Or

   Enter the number using the dialling pad and press .

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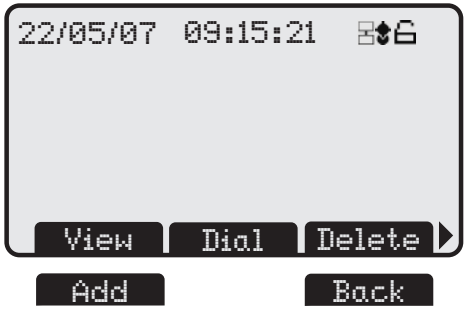
Entering details into the Phonebook

To enter a space press the 0 key twice.

1. Press the function key .



Soft key option 1

Soft key option 2

2. Use scroll function key to go to soft key option 2.
3. Press soft key Add.
4. Press soft key Edit.
5. Enter name (alphanumeric 20 characters max length) and press .
6. Use scroll function key to move down onto <Null> line.
7. Press soft key Edit.
8. Enter telephone number (numeric length 24 characters max length) and press .

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9. Use scroll function key to move down onto Default line.
10. Press the soft key Edit to change the ring tone allocated to the entry.
11. Use scroll function key or to choose a ring tone and press Play to hear a sample.
12. Press soft key Save.

Making a call using the Phone Book

1. Press phone book function key .
2. Use scroll function keys to search list and highlight the required name.
3. As required, pick up handset, or press soft key Dial or function key , or press function key .

Making a call to one of the last 30 numbers you called or received

1. Press soft key CalLog and choose from list, Missed Call Log, Received Call Log or Dialled Call Log. Press soft key Select.
2. You can view the Dialled Call Log by pressing the key.
3. Choose the required name/number from the list then, as required, pick up handset, or press soft key Dial or function key , or function key .

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Programming F1 to F10 Function Keys

1. Press required F1 to F10 key.
2. Press soft key Edit and enter number.
3. Press soft key Save to store entry.

Soft key option 1

Soft key option 2

Save | Delchr | A>a>1

Making a call using Short Code dialling (Speed dialling)

1. Press appropriate F1 to F10 memory key.
2. As required, pick up handset, or press soft key Dial or function key , or function key .

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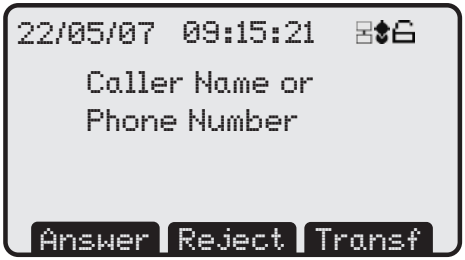
Receiving calls

When you receive an incoming call, the telephone will ring and the LED will flash green. The callers number or name will be displayed if the number is stored in the phonebook.



1. As required: Lift handset, or press soft key Answer, or F1, or , or .

Reject a call

1. Press soft key Reject to reject the call. The call is then diverted to 1571 Voice Mailbox.

Note
Any Voice Mail messages can be retrieved by dialling 1571.

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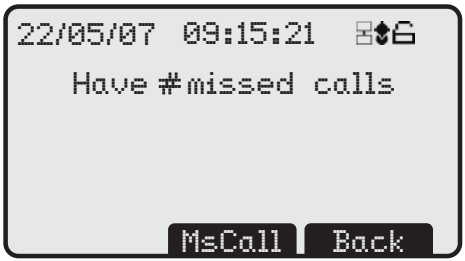
Missed calls



1. Green LED on phone flashing.
2. LCD screen indicates number of missed calls.
3. Click soft key MsCall and use ▲ ▼ to search list.
4. Click soft key View to verify called number, date and time of call.
5. To return the call: Lift handset, or press soft key Answer, or F1, or 🔊, or 🎧.

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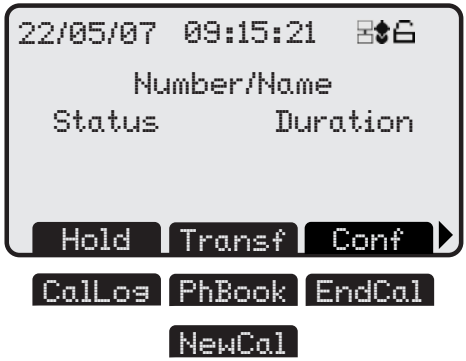
Hold and Retrieve a call

1. During call press soft key Hold to put call on hold.
2. Press soft key Unhold to retrieve held call.



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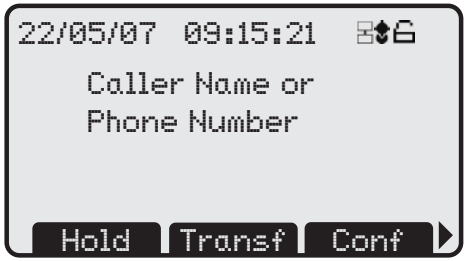
Call Transfer



Soft key option 1

Soft key option 2

Soft key option 3

1. Press soft key Transf during call.
2. Dial the desired phone number to which you want the call transferred.
3. The original caller will be put on hold, while you confirm the called number will accept the call. Press soft key Transf and hang up to transfer the call (in some instances you will also need to press soft key EndCal) or press soft key Back to return to the caller.
4. To transfer the call without talking to the called number, press soft key Transf and hang up.

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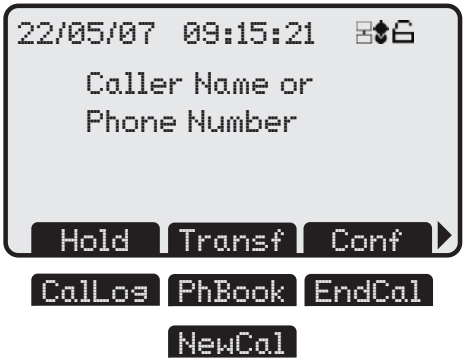
3 – Way Conference Call

1. During call, press soft key Conf.
2. Enter desired phone number.



Soft key option 1

Soft key option 2

Soft key option 3

3. When called party answers, press soft key Conf to join all three parties together.

Dropping one participant from the Conference call

1. Use scroll key to highlight the line to be dropped.
2. Use scroll key to find the Remove soft key.
3. Press soft key Remove to remove line from conference call.

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Option Menu

Dial Subscribe

By turning on Dial Subscribe your BT Falcon will automatically dial a preset number at a preset time.

1. Press the menu key, Option soft key then the Select soft key.
2. Press the Change soft key and enter the number you wish to dial, press the OK soft key.
3. Enter the hours and minutes, using the keypad, of the time that you want to make the call and press the OK soft key.
4. Use the ▲ ▼ keys to turn the Dial Subscribe on or off and press the Save soft key. The idle screen displays DialSubscribing...

   Or, if you have added the Dsub soft key (see Setting new shortcuts, page 39).
5. Press the Dsub soft key and follow 2 to 4 above.

Call Waiting

By turning on Call Waiting you be notified when another call is received while you are already on a call. If Call Waiting is off the second caller will automatically be transferred to 1571 Voice Mailbox to leave a message.

1. Press the menu key, Option soft key, ▼ key to CallWaiting then the Change soft key.
2. Each press of the Change soft key turns the service on and off.

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Auto Answer

By turning on Auto Answer your BT Falcon will answer an incoming call after a preset time.

To turn on Auto Answer:

1. Press the menu key, Option soft key, ▽ key twice to AutoAnswer then the Select soft key.
2. Press the Edit soft key and enter the time in seconds for the answer delay. Press Save soft key to confirm.
3. Press the ▽ key and the Edit soft key to change the method of accepting the call, Handsfree or Headset, by pressing △ or ▽. Press Save soft key to confirm.

To turn off Auto Answer:

1. Press the menu key, Option soft key, ▽ key twice to AutoAnswer.
2. To turn Auto Answer off press the Off soft key.

To edit the Auto Answer settings:

1. Press the menu key, Option soft key, ▽ key twice to AutoAnswer.
2. Press the View soft key and change the settings as shown in 2 & 3.

   Or, if you have added the AutoAn soft key (see Setting new shortcuts, page 39).
3. Press the AutoAn soft key and follow the instructions above.

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Auto Reject

By turning on Auto Reject all incoming calls will be transferred to 1571 Voice Mailbox after a preset time if not answered.

To turn on Auto Reject:

1. Press the menu key, Option soft key, ▽ key three times to AutoReject then the Edit soft key.
2. Enter the time in seconds for the required delay. Press Save soft key to confirm.

To turn off Auto Reject:

1. Press the menu key, Option soft key, ▽ key three times to AutoReject.
2. To turn Auto Reject off press the Off soft key.

To edit the Auto Reject delay setting:

1. Press the menu key, Option soft key, ▽ key three times to AutoReject.
2. Press the View soft key and change the settings as shown in 2.

Auto Stop

By turning on Auto Stop all outgoing calls will be cancelled after a preset time.

To turn on Auto Stop:

1. Press the menu key, Option soft key, ▽ key four times to AutoStop then the Edit soft key.
2. Enter the time in seconds for the required delay. Press Save soft key to confirm.

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To turn off Auto Stop:

1. Press the menu key, Option soft key, ▽ key four times to AutoStop.
2. To turn Auto Stop off press the Off soft key.

To edit the Auto Stop delay setting:

1. Press the menu key, Option soft key, ▽ key four times to AutoStop.
2. Press the View soft key and change the settings as shown in 2.

Do Not Disturb

By turning on Do Not Disturb all incoming calls will be immediately transferred to your 1571 Voice Mailbox. You can preset time periods for Do Not Disturb to remain active.

1. Press the menu key, Option soft key, ▽ key five times to DoNotDisturb then the Select soft key.

   Or, press the DNDst soft key
2. Press the Edit soft key and press △ or ▽ to turn the service On or Off.
   Press OK soft key to confirm.
3. Press ▽ and then the Edit soft key. Press △ or ▽ to change the time period.
   Options are Forever, Relative time or Absolute time.

   Option - Forever
4. Press OK soft key to confirm. The idle screen displays DNDst:Forever.

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Option – Relative time

5. Press OK soft key to confirm. Press the ▽ key then press the Edit soft key.
6. Enter the number of days, hours and minutes, using the keypad, that you require Do Not Disturb to be active (e.g. 00, 00:10 will keep Do Not Disturb on for 10 minutes then the service will automatically turn off).
7. Press OK soft key to confirm. The idle screen displays DNDst:00, 00:10 (R) and the day, hour, minute will decline until they reach zero.

   Option – Absolute time

8. Press OK soft key to confirm. Press the ▽ key then press the Edit soft key.
9. Enter the time, using the keypad, that you require Do Not Disturb to be deactivated (e.g. 17:10 will automatically turn off Do Not Disturb at ten past five).
10. Press OK soft key to confirm. The idle screen displays DNDst:17:10 (A)

Phone Lock

By turning on Phone Lock no calls can be made from your BT Falcon. When a call is attempted the display will show Wrong Number! Phone Lock can be password protected and will require a PIN to set and clear (see Setting the password to lock the phone, page 38).

1. Press the menu key, Option soft key, ▽ key six times to PhoneLock then the Change soft key.
2. If password protected, enter your password/PIN (default is 0000) and press OK soft key.
3. Each press of the Change soft key turns the service on and off.

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Reboot

This option forces your BT Falcon to carry out a full system reboot and will only be required if requested by the BT Helpdesk or your system administrator.

1. Press the menu key, Option soft key, ▽ key seven times to Reboot then the Select soft key.
2. Press the OK soft key to confirm.

Calling features

Webcare is a web based facility that allows you to manage calling features on the line connected to your BT Falcon. Before Webcare can be used the Administrator must first set up a password for each line. This is managed using Selfcare. For more information on using Webcare, Selfcare and BT Hosted VoIP consult the userguide available at **http://www.btbroadbandoffice.com/help/**

Selfcare

For Administrator use only.

By using Selfcare the Administrator can add more lines, add geographic numbers and change the calling plan.

1. Log into Selfcare using **https://service.btbroadbandvoice.bt.com/selfcare/businessYourAccount** with the password that was emailed to you.
2. Click on the **Manage your lines** link and then select each line in turn, making the following changes:

a. Select **Password** and enter a new password for each of the lines, this is the password that will be used to access Webcare. The 056nnnnnnnn number will be the username. Ensure you keep a record of this information.

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b. Select **Line name** to change the display name of each line, this will normally be the user of the line.

c. Select **Administrator privileges** to give a user advanced Webcare privileges.

Webcare

1. Contact your Administrator and request the password allocated to you.
2. Log into Webcare using **https://www.bbv-youraccount.com/Login.jsp**
3. Enter your telephone number (typically starting 056) in the Directory number field, and your password and click on **Login**.
4. Use the navigation panel on the left to manage your calling features. A full description of the options is provided on the **Service manual** link.
5. The Administrator can also manage additional calling features and are able to configure:

a. The lines included in the Multi Access Directory Number (MADN).

b. The lines included in the Multiline Hunt Group (MLHG).

Personal settings

Setting the volume

1. Use the vol - or vol + keys when the telephone is ringing to adjust the ring tone level.

   Or

   Use the vol - or vol + keys during a conversation to adjust the speech volume.

Mute

1. Press during the conversation to put the telephone on mute.

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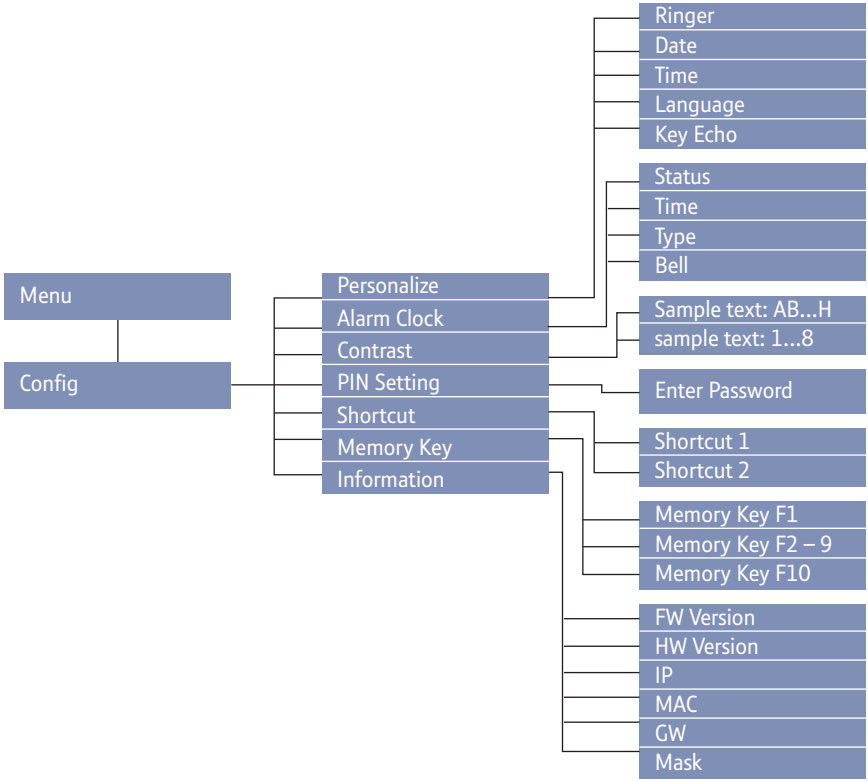
Config menu list



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Changing the ringtone

1. Press the menu key, Config soft key, Select soft key then Edit soft key.
2. Select a ring tone using the ▲ or ▼ keys. You can listen to the ring tone by pressing "Play". Set the volume by pressing vol - or vol +.
3. When you have selected the desired ring tone and sound level press the Save soft key.

Changing the date format

1. Press the menu key, Config soft key, Select soft key, ▼ key then Format soft key.
2. Each press of Format changes the date style.
3. When you have selected the desired format press the Back soft key.

Changing the time format

1. Press the menu key, Config soft key, Select soft key, ▼ key twice then Format soft key.
2. Each press of Format changes 12hr/24hr.
3. When you have selected the desired format press the Back soft key.

Changing the language

1. Press the menu key, Config soft key, Select soft key, ▼ key three times then Edit soft key.
2. Select a language using the ▲ or ▼ keys.
3. Press the Save soft key to confirm.

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Changing the key beep (key echo)

1. Press the menu key, Config soft key, Select soft key, ▽ key four times then Edit soft key.
2. Select On or Off using the △ or ▽ keys.
3. Press the Save soft key to confirm.

Turning the alarm on/off

1. Press the menu key, Config soft key, ▽ key to Alarm Clock, Select soft key then Edit soft key.
2. Select On or Off using the △ or ▽ keys.
3. Press the Save soft key to confirm.
4. When the alarm is On an icon will flash in the display.
5. When the alarm time is reached an audible alert will be heard, turn off by pressing the C key.

Setting the alarm time

1. Press the menu key, Config soft key, ▽ key to Alarm Clock, Select soft key, ▽ key then Edit soft key.
2. Using the keypad enter the hours then the minutes.
3. Press the Save soft key to confirm.

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Setting the alarm periodicity

1. Press the menu key, Config soft key, ▽ key to Alarm Clock, Select soft key, ▽ key twice then Edit soft key.
2. Select One Shot (once) or Periodic (daily) using the △ or ▽ keys.
3. Press the Save soft key to confirm.

Setting the alarm tone

1. Press the menu key, Config soft key, ▽ key to Alarm Clock, Select soft key, ▽ key three times then Edit soft key.
2. Select an alarm tone using the △ or ▽ keys. You can listen to the tone by pressing "Play". Set the volume by pressing vol - or vol +.
3. When you have selected the desired tone and sound level press the Save soft key.

Setting the contrast

1. Press the menu key, Config soft key, ▽ key twice to Contrast then Select soft key.
2. Use the Down and Up soft keys to change the contrast and press the OK soft key when the desired level is reached.

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Changing the PIN (password) setting

1. Press the menu key, Config soft key, ▽ key three times to PIN Setting then Select soft key.
2. Enter Password is displayed, enter your password using the keypad (the default is 0000) and press the OK soft key.
3. Use the Down soft key to highlight Change PIN Code. Press the Select soft key.
4. Enter a new four digit PIN using the keypad and confirm with the OK soft key.
   Re-enter the new PIN and press the OK soft key.

Setting the password to lock the phone

If the Flag (password) is set to ON you will need to enter your PIN to lock and unlock the phone.

1. Press the menu key, Config soft key, ▽ key three times to PIN Setting then Select soft key.
2. Enter Password is displayed, enter your password using the keypad (the default is 0000) and press the OK soft key.
3. Press the Change soft key, each press turns the Flag on/off.
4. Press the Back soft key.

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Setting new shortcuts

You can add two new soft keys to the idle screen that are available by pressing the ▷ key twice. The two options are Auto Answer and Dial Subscribe.

1. Press the menu key, Config soft key, ▽ key four times to Shortcut then Select soft key.
2. Use the △ or ▽ keys to highlight one of the options and press the Edit soft key.
3. Use the △ or ▽ keys to display the options and press the Save soft key to confirm.

Programming the memory keys F1 – F10

1. Press the menu key, Config soft key, ▽ key five times to Memory Key then Select soft key.
2. Use the △ or ▽ keys to select the required F1 - F10 memory and press the Edit soft key.
3. Enter the required phone number using the keypad and confirm with the Save soft key.

Viewing the status of the BT Falcon

This information may be requested by the BT Helpdesk if you require support for your BT Falcon.

1. Press the menu key, Config soft key, ▽ key six times to Information then Select soft key.
2. Information on the status of the phone is displayed.

General information

IMPORTANT

Access to emergency services is provided but calls, including emergency calls to 999, made via BT Broadband Voice may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the address of the associated telephone line where applicable.

Safety information

- Do not open the handset or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 169 1146 for all repairs.

Cleaning

- Clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humidconditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm.

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

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Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT Falcon is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Falcon or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the user guide or contact the BT Falcon Helpline on 0800 169 1446 or go to www.bt.com/business/broadbandvoice for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts. (Please note that we cannot take responsibility for goods damaged in transit). Please obtain and keep proof of posting from the Post Office.

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

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Offices worldwide

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